

## CAREER EXECUTIVE ASSIGNMENT

THE DEPARTMENT OF CONSUMER AFFAIRS PROVIDES EQUAL EMPLOYMENT OPPORTUNITIES TO ALL REGARDLESS OF RACE, COLOR, RELIGIOUS CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, PHYSICAL OR MENTAL DISABILITY, MEDICAL CONDITION, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

TDD users contact the California Relay Services TDD line at 1-800-735-2929, voice line at 1-800-735-2922, or (916) 322-1700.

[www.dca.ca.gov](http://www.dca.ca.gov)

**POSITION:** DEPUTY CHIEF, FIELD OPERATIONS AND ENFORCEMENT DIVISION (CEA 2)

**LOCATION:** SACRAMENTO

**SALARY:** \$7558 TO \$8333

**FINAL FILING DATE:** JULY 2, 2007 (Participants of the Aug 2006 exam will be considered and need not to apply.)

### DUTIES AND RESPONSIBILITIES

Under the general direction of the Chief, Bureau of Automotive Repair (BAR), the Deputy Chief, Field Operations and Enforcement Division, as a member of the Bureau's Executive Management Team, is responsible for the overall management, direction, and coordination of the Field Operations and Enforcement Division. This position is responsible for:

- Implementing the elements of the Department's and Bureau's business strategic plan; developing policies and procedures; and continuously improving business processes;
- Overseeing the general field operations functions of the BAR, including the investigation of complaints, inspection of smog check stations, and the conduct of formal presentations to consumer and industry groups;
- Overseeing the enforcement functions of the BAR, including formal investigations, vehicle documentation and the filing of formal disciplinary actions;
- Under the direction of Chief, designing and implementing policies, goals and objectives for all automotive repair and Smog Check field operations and enforcement programs;
- Managing division resources to meet workload priorities and performance measures;
- Assisting in the coordination, development, and implementation of BAR's budget, market condition assessments and market compliance strategies;
- Reviewing and evaluating proposed legislation and regulations, and testifying before legislative committees;
- Monthly division activity reports, trend reports and performance outcome reports;
- Serving as a top management advisor on all matters relating to field operations and enforcement;
- Implementing a strategy of continuous improvement in all areas of operations; and
- Collaborating with DCA's management team to develop and promote innovative business practices.

## MINIMUM QUALIFICATIONS

Applicants must meet the following qualifications:

Either I

Must be a civil service employee with permanent civil service status.

Or II

Must be a current or former employee of the Legislature for two or more consecutive years as defined in Government Code Section 18990.

Or III

Must be a non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code Section 18992.

In addition to one of the above, applicants must demonstrate the ability to perform high administrative and policy-influencing functions effectively. Such overall ability requires possession of the following:

Knowledge of: the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; personnel management techniques; the Department's Equal Employment Opportunity (EEO) Program objectives; and a manager's role in EEO.

Ability to: plan, organize and direct the work of multi-disciplinary professional and administrative staff; analyze administrative policies, organizational procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide variety of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public and the Legislative and Executive Branches; analyze complex problems and recommend effective courses of action; prepare and review reports; and effectively contribute to the Department's EEO objectives.

These abilities and knowledge are expected to be obtained from broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies. (Experience may have been paid or volunteer, in state service, other governmental settings or in a private organization.)

## DESIRABLE QUALIFICATIONS

- **Organizational Awareness** -- The ability to effectively interact with Executive Management, Executive staff, departmental administrators, legislative committees, the public, other State agencies, programs and labor representatives. Knowledge of the State's budget and accounting processes, personnel management and business services; must possess a working knowledge of the legislative process.
- **Program Analysis Skills** -- Experience in analyzing complex administrative issues or problems and developing policies, procedures or specific solutions.
- **Management Skills** -- Experience demonstrating the ability to manage a program in State government, including planning, organizing, and directing program operations; experience in strategic planning, policy development, leadership, supervision and management accountability.
- **Communication Skills** -- Possess excellent oral and written communication skills demonstrating the ability to be a leader and motivator, use tact and persuasiveness in achieving results; demonstrated ability to deal with a variety of public and private persons and groups in matters of significant program sensitivity.
- **Technical Skills** -- Practical understanding of and demonstrated knowledge of the operations and regulations related to the Bureau of Automotive Repair.

## FILING INFORMATION

### All interested applicants must submit:

- A standard original State application (Form 678) **with official or civil service titles and complete to and from dates of experience.** (Applications without official or civil service titles will be rejected.) **and**
- A Statement of Qualifications The Statement of Qualifications is a discussion of the candidate's education and experience that would qualify him/her for this position, related to the desirable qualifications, with emphasis on the factors listed in the screening criteria below. The Statement should be no more than two pages in length. **Note:** Resumes are optional and **do not take the place** of the Statement of Qualifications.
- Final Filing Date: 07/02/07 Participants of the August 2006 examination will be considered and need not to apply.

## EXAMINATION INFORMATION

The examination process will consist of an application and Statement of Qualifications evaluation. **The Statement of Qualifications will be used to evaluate your education and experience as it relates to the "Desirable Qualifications" listed above and screening criteria outlined below,** and may also serve as documentation of your ability to present information clearly and concisely in writing since this is a critical factor to successful job performance. **The Statement of Qualifications may be the only basis for your final score and rank on the eligible list.**

Interviews may be conducted as part of the examination process. (Hiring interviews may be conducted with only the most qualified candidates if it is determined necessary in order to make a selection.)

All applicants will be notified of the results. It is anticipated the results of this examination may be used to fill subsequent vacancies in this position within the next twelve months. To obtain list eligibility, a passing score of 70% must be obtained.

## SCREENING CRITERIA

The Statement of Qualifications must indicate your total years of experience (and official or civil service classification – not your working title) performing each of the activities included in the screening criteria. Some of the factors that will be utilized in the evaluation are:

- Education – Level and specialized training received.
- Depth and breadth of experience working with external stakeholders (e.g., industry, educational institutions, law enforcement, other local, state, or federal agencies) - List the level, extent, and nature of those contacts.
- Managerial experience as, or equivalent in level to, Program Manager I.
- Depth and breadth of experience: making presentations; representing and speaking for an organization; presenting to executives, legislative members and staff, the media, general public and industry groups.
- Depth and breadth of experience planning, developing and managing a complex and sensitive program. This experience should include responsibility for directing staff involved in extensive interpretation and application of governmental laws, rules and policies.
- Depth and breadth of experience in strategic planning, developing and implementing policies, and measuring accountability.

### The application and Statement of Qualifications are to be submitted to:

#### Hand Deliver to:

Department of Consumer Affairs  
Selection Services Unit/Attn: Rae Powers  
1625 N. Market Street, Suite N 321  
Sacramento, CA 95834

#### Mail to:

Department of Consumer Affairs  
Selection Services Unit/Attn: Rae Powers  
P.O. Box 980428  
West Sacramento, CA 95798-0428

Applications (Std. 678) and Statements of Qualifications (application packages) will be accepted until the final filing date of July 2, 2007. Do not submit application packages to the State Personnel Board.

Application packages must have an original signature; therefore, faxed application packages will not be accepted for any reason. The following are some options readily available to applicants for ensuring that application packages are postmarked or received by the final filing date:

1. Use certified mail with the U.S. Postal Service
2. Use return receipt feature with the U.S. Postal Service
3. Ask for a receipt when hand delivering to the Human Resources Office

Questions regarding this examination may be directed to: Rae Powers at (916) 574-8353.